Install and Troubleshoot Java

Java software from Sun Microsystems is required to be installed to enable the use of IT-Finance Charts.

If Java is not installed, or if there is a problem with the Java installation on your computer, this will prohibit Charts from working.

To check if you have Java installed:

Click **'Start'** then **'Control Panel'**. Ensure your view is set to **'Classic View'** on the left side of Control Panel. If Java is installed you will see a Java icon in the list.
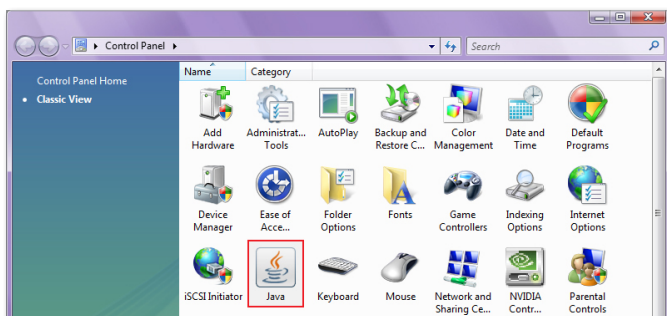
If you see this icon, proceed to Step 3 for instructions on troubleshooting and re-installing Java.

If there is no icon present, you will need to install Java, so continue to Step 1.

Windows XP
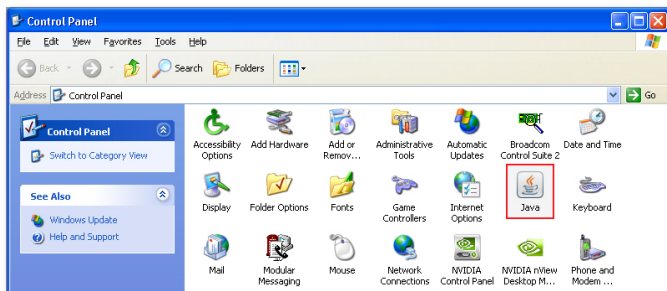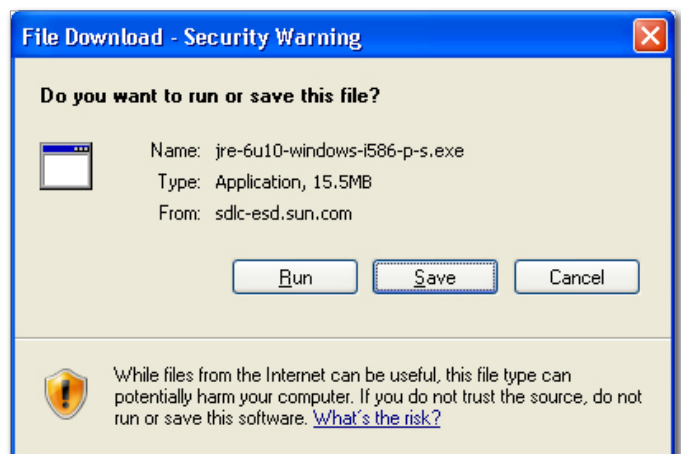

Windows Vista

Step 1: Install Java

Open a web browser and type in the address bar:

http://www.java.com/en/download/manual.jsp

Under **'Windows'**, click on the second link which is the Offline file version (Shown below).

When the File Download box appears, click **'Save'** and save the file to your Desktop.
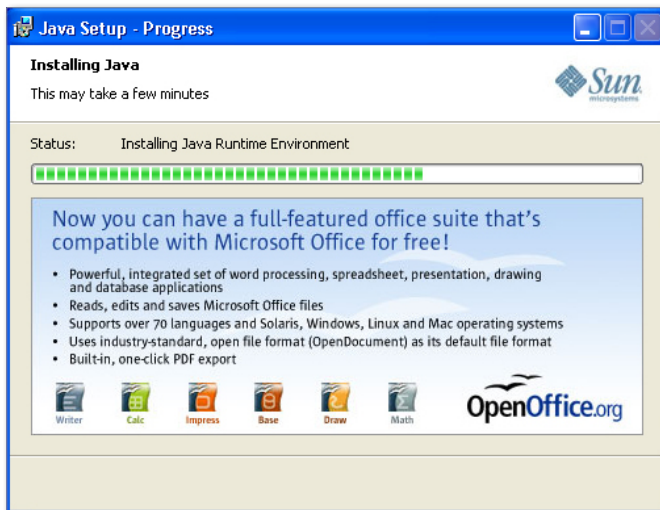
Now go to your Desktop, find the file you downloaded and double-click the icon. Click **'Run'** to begin the Installation process.

Click **'Accept'** to accept the License Agreement.

If you receive an option to install Open Office un-tick this option and click **'Next'**.

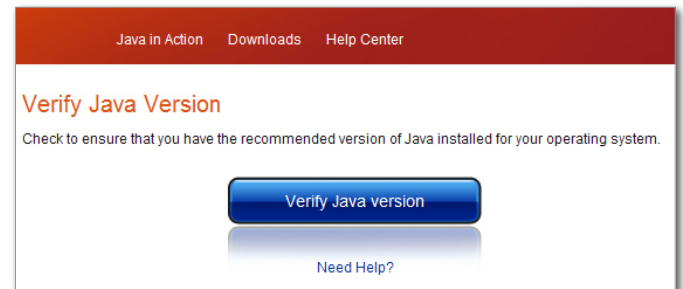Java will now take a few minutes to install.
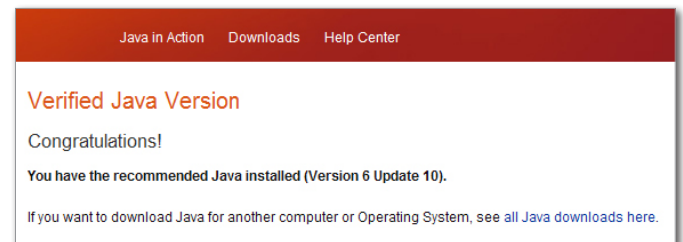

Then click **'Finish'**.

Step 2: Verify Installation

To verify that your installation completed successfully, open a new web browser and type in the address bar:

http://www.java.com/en/download/installed.jsp

Click on the blue 'Verify Java version' button.

You should receive confirmation as below.

When you launch Charts for the first time after installing Java you may be presented with a Security box showing the Chart Provider's Digital Signature.

Tick the box next to **'Always trust content from this publisher'** and click on **'Run'**.

Should you experience any problems opening Charts, there may be security or anti-virus software running which is interfering with the data stream. Please contact our Helpdesk with the name and version of this software.

Step 3: Troubleshoot Java

CLEAR JAVA CACHE

Java software on your computer maintains its own cache of temporary files and certificates. Like web browsers, these files can sometimes become corrupt and cause conflicts and problems.

Go to **'Start'** then **'Control Panel'**. Ensure you are on **'Classic View'** then open the Java icon.
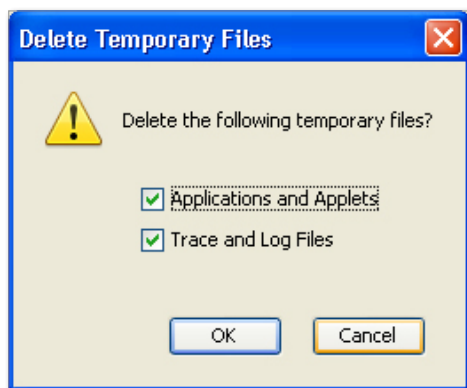
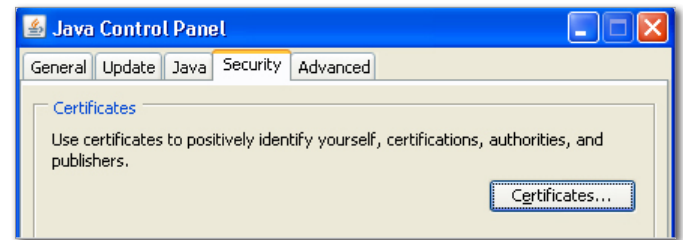On the General tab, under **'Temporary Internet Files'** click '**Settings'**.
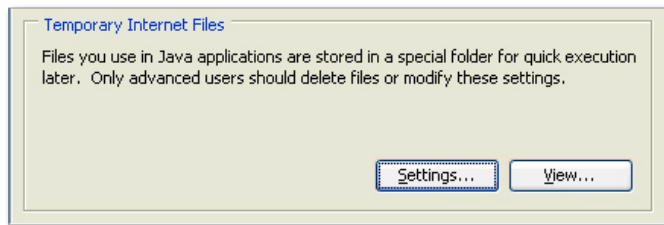
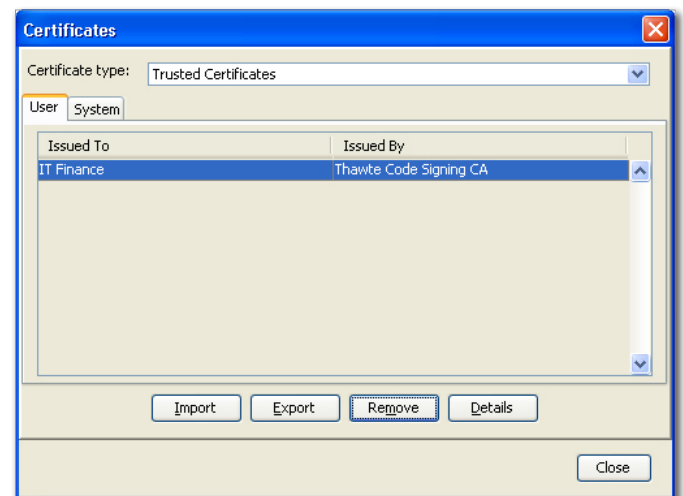Then down the bottom click **'Delete Files'**.
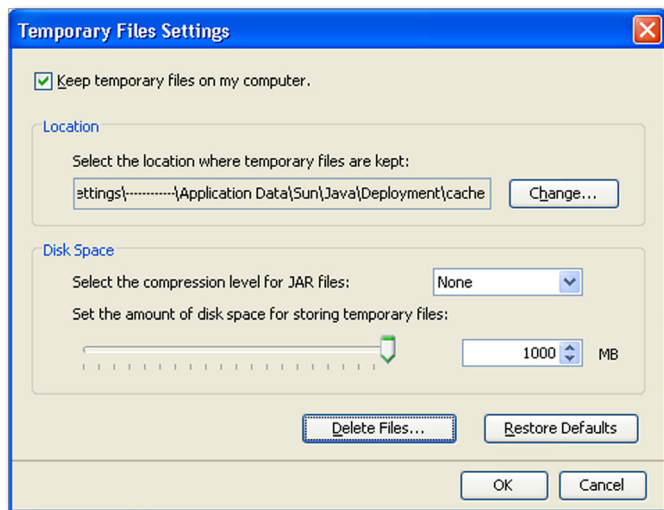
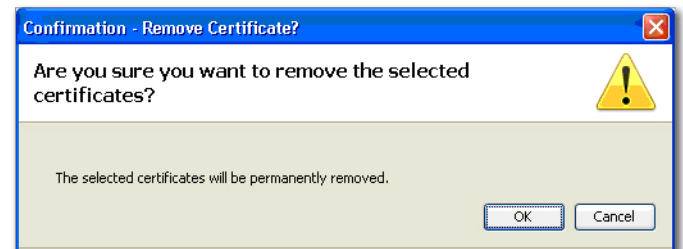Ensure all boxes are ticked then click **'OK'**.

Click **'OK'** and go to the Security tab. Click on **'Certificates'**.

Under **'Trusted Certificates'** locate the certificate issued to **'IT Finance'**. Click on it then click **'Remove'**.

A message will prompt you to confirm. Click **'OK'**.

Then click **'Close'** and **'OK'**.

CHECK BROWSER JAVA SETTINGS

In some cases incorrect settings in your web browser can cause Java to not function correctly.

If you are using Internet Explorer, go through the settings below to confirm they are correct.

If you are using Firefox you will not need to do this, so proceed to Step 4.

Open a new Internet Explorer browser and go to **'Tools'** then **'Internet Options'**. Now select the **'Programs'** tab. Click **'Manage add-ons'**.

From the drop-down list select **'Add-ons that have been used by Internet Explorer'**. Click on the heading **'Publisher'** to sort these in order and find the entries that have the Publisher name **'Sun Microsystems'**.

The number of entries will vary depending on which version of Java you have installed or if you have multiple versions.
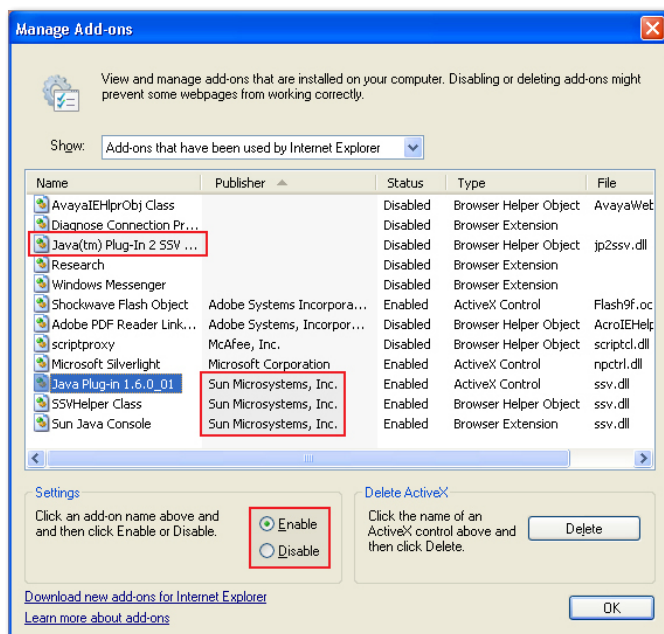

Figure 1.

Now click each one and check that in the **'Settings'** window underneath they are set to **'Enable'**. Change any that are currently set on **'Disable'** to **'Enable'** by clicking the button next to it.

Notes:

1) There may be some Java entries without a Publisher. Look for any entries in the **'Name'** column that start with **'Java'**. Enable these. Shown in Figure 1.

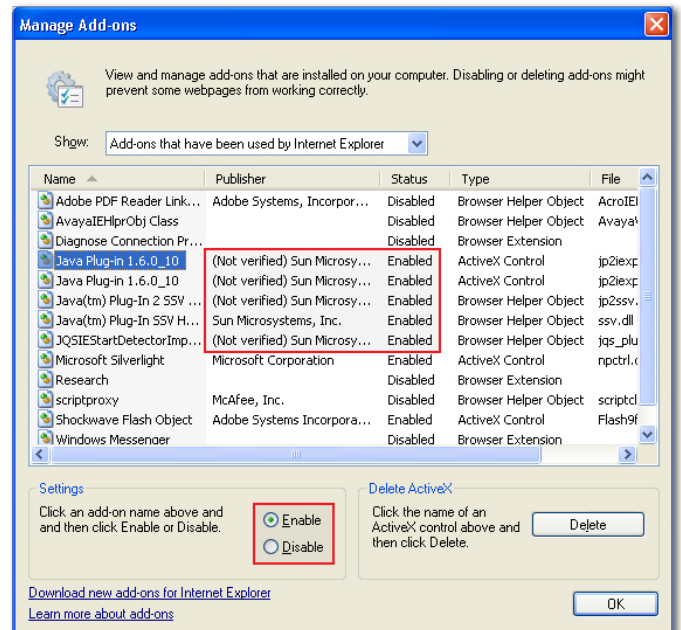2) There may be some entries shown as **'(Not Verified) Sun Microsystems'**. Enable these. Shown in Figure 2.

Figure 2.

Now click **'OK'**. You will receive a message to restart Internet Explorer. Click **'OK'** again and close all Internet Explorer windows that are open. Now launch a new Internet Explorer browser and test Charts.

If the problem still exists proceed to Step 4 and follow the instructions for re-installing Java.

Step 4: Re-Install Java

If your browser settings are correct and the problem still exists, it is likely your Java installation has become corrupt. To resolve this you will need to re-install Java.

Firstly you will need to remove any Java installations currently on your computer. To do this, go to **'Start'** then **'Control Panel'**.

Windows XP: Open **'Add or Remove Programs'**.

Windows Vista: Open **'Programs and Features'**.

In the list, look for any entries for '**Java**' or '**J2SE**' as shown below. There may be more than one if you had Automatic Updates enabled, so ensure you highlight and remove each one individually.
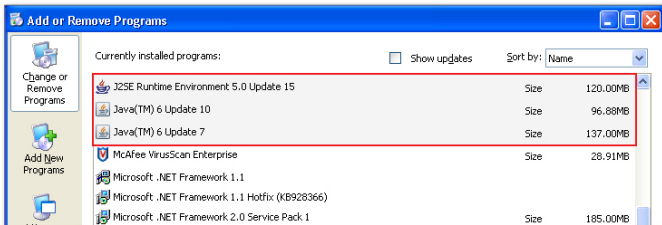
Once Java has been completely removed, restart your computer.

Then follow the directions above in Step 1 and 2 to install the latest version of Java.

If you continue to experience problems after re-installing, please contact our Helpdesk.